# Mark Item Missing and Mark Item Lost

## Mark Item Missing

> This is where you mark an item missing that was supposed to be on the shelf but it isn't there.
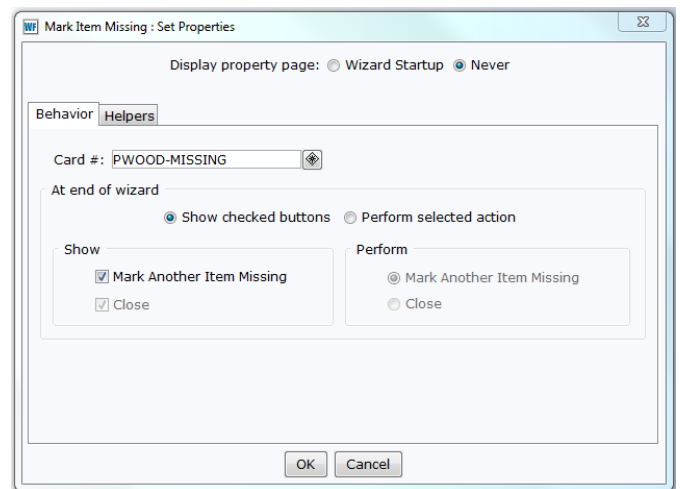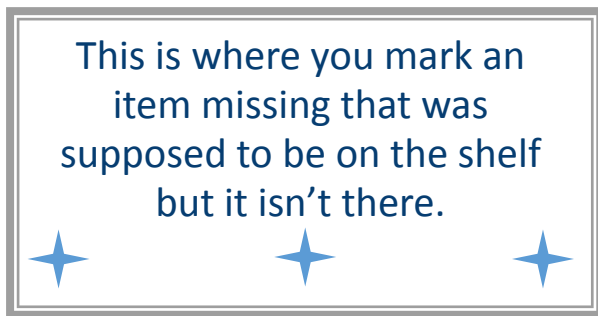


Mark Item Missing Properties:

♦ You must have the specific "MISSING" or "Trace" (Partners) user for your library. If your MISSING user is not available in that gadget, please open a help desk ticket.
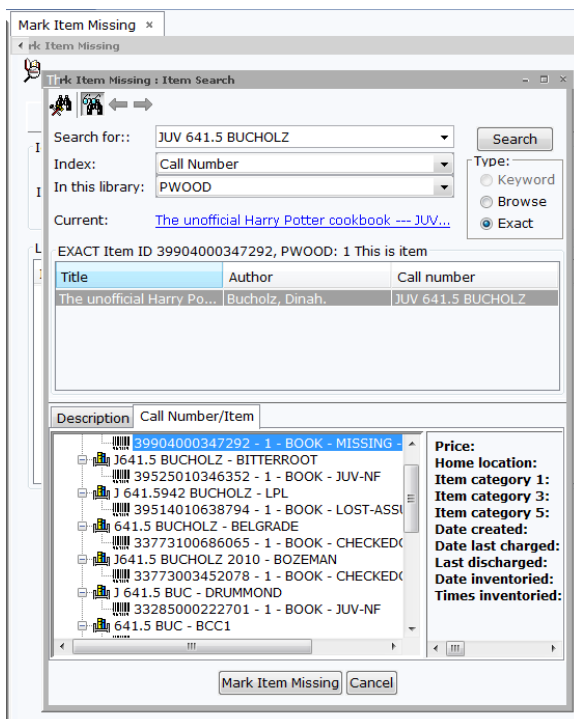


**Open the Mark Item Missing wizard:**

1. Search for the item or enter the item barcode in the popup Item Search helper (the default is that this helper automatically pops-up upon opening this wizard. If you have this set to not popup, you can open it or directly enter the item barcode. The assumption is that you do not have a barcode to scan if you cannot find the item, but maybe you have it on an inventory list).

**Using the helper**  **OR**  **Using the barcode**

2. Choose Mark Item Missing

This does not mark the item missing yet. It closes this pop-up. You must complete step 3 to finish the process.
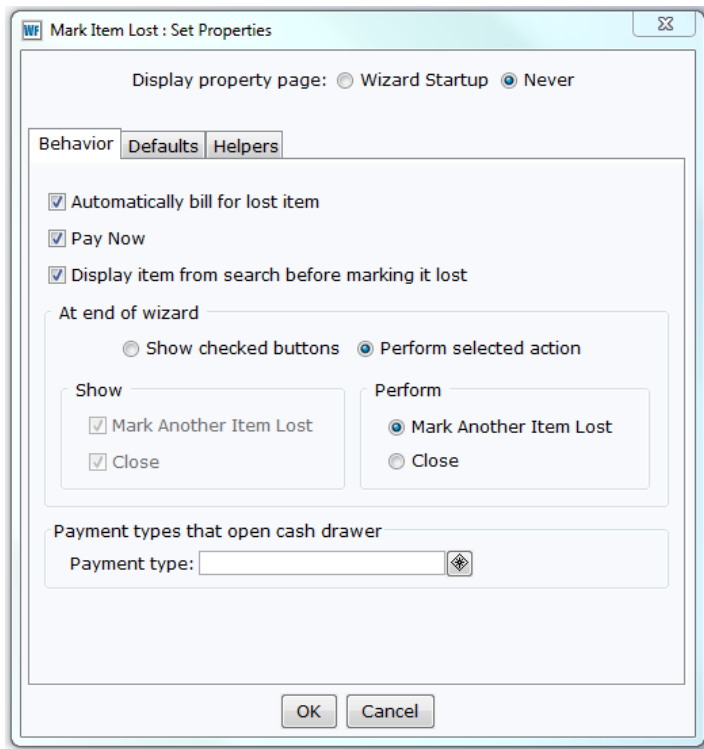
2. Choose Get Item Information

A brief display of the item info will appear at the top of the screen and the Mark Item Missing button will become available.

3. Choose the Mark Item Missing (again)

4. The item will now be moved to the missing/trace user and appear on the list below where you entered the barcode. On this list, the current location will be displayed as MISSING. Choose to enter more items or exit the wizard to finish.

NOTE: Items in MISSING and LOST are not automatically taken care of. You need to set up a procedure to deal with these items and remove them if they can't be found.

Additionally, MISSING items still display in the OPAC.

# Mark Item Lost



This is where you mark an item lost that is checked out to a patron but they told you that they can't find it.

**Properties:**

- ♦ **Automatically bill for lost item:** There is a way to cancel a bill later so if you *mostly* bill for lost items, you can leave this on.

- ♦ If you uncheck it (because you only bill at the end of the year or another reason), you have to manually recreate the bill later.

- ♦ **Pay Now** just provides the option for the patron to pay right after the item is marked lost.

### To Mark Item Lost:

Patron Search:

1. Use the User Checkouts helper  to search for the patron or scan the patron's card.

2. Select the lost item and choose Mark Item Lost. This "selects" the item to be marked as lost, but does not mark it yet.

3. That helper will close and the item will be listed at the top of the screen. Make sure the item is correct and choose Mark Item Lost again.

4. A billing box will pop up. You can change the item amount, processing fee, and choose the payment amount here.

5. Choose Pay Now or Bill User (or cancel).

6. A confirmation box will pop up. Just choose OK.

7. NOTE - If you are just choosing to charge a processing fee, you **must** put an amount in the item price. This can be 1 cent if you just want to charge the processing fee.